



New Mexico
Public Schools
Insurance
Authority

January 2027 Open Enrollment



Delta Dental of New Mexico

Delta Dental of New Mexico delivers trusted access to quality dental benefits by combining local expertise with national resources to maintain the integrity of our provider networks and maximize value and affordability for group and individual customers.

Rooted in the great state we call home, we keep New Mexican's smiles strong and confident. We give to our communities to encourage and strengthen long-term oral health and wellness. This is what makes Delta Dental of New Mexico the #1 Dental Benefits company in New Mexico.

State and countrywide
networks that keep you close
to care.

High-quality benefits focused
on your oral health while
maximizing savings for your
family.

Local customer service,
account managers and
provider relations teams – we
are New Mexicans
supporting New Mexicans.

Delta Dental of New Mexico's Networks

922

Dentists providing
care in New Mexico ¹

833

Of those are in-
network Delta Dental
of New Mexico

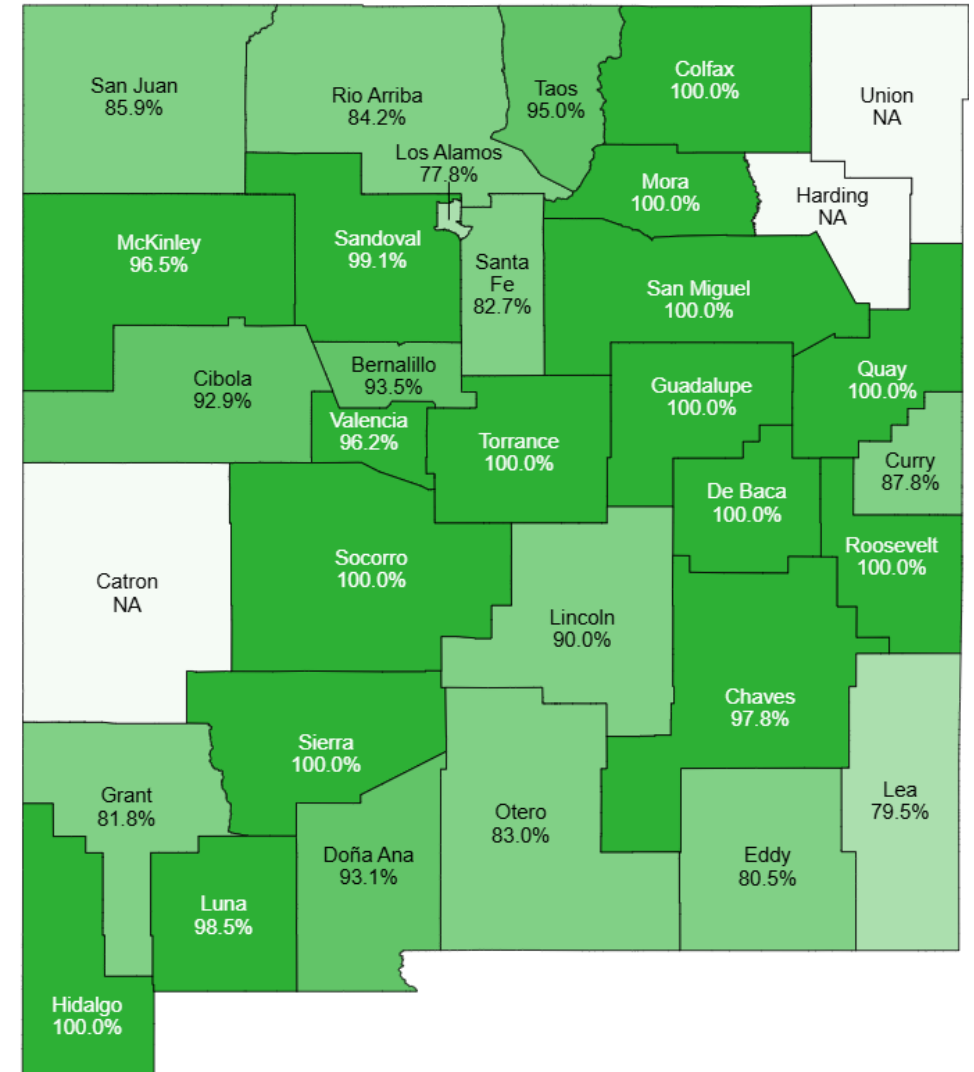
That Means
90%

of dentists in New
Mexico are in-network
with Delta Dental of
New Mexico.

Delta Dental of New Mexico counts actual licensed providers, not offices or stacked networks.

When you use our “Find a Dental Provider” tool, you can trust we are providing access and information for providers.

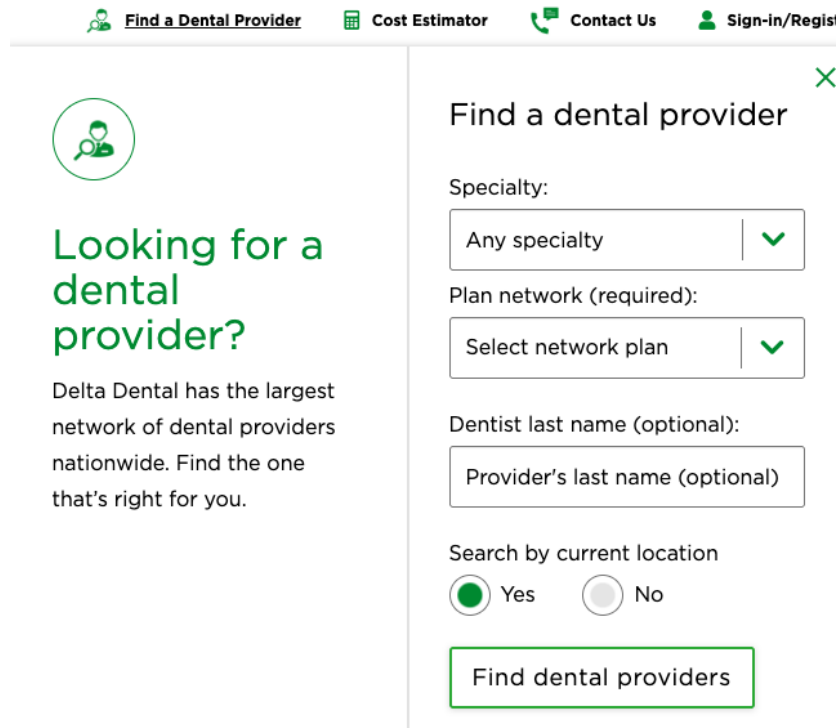
When you have a plan with Delta Dental of New Mexico, you also have access to the more than 151,000 dentists across the country who are in-network!



Finding a Dentist is Easy with DDNM

Visit deltadentalnm.com

- Click "Find a Dental Provider"
- Choose a specialty and your plan's network
- Choose "Yes" to use your web data to show providers near you – or "No" - and enter a zip code to search within.



The screenshot shows the 'Find a Dental Provider' section of the Delta Dental of New Mexico website. At the top, there is a navigation bar with links: 'Find a Dental Provider', 'Cost Estimator', 'Contact Us', and 'Sign-in/Register'. The main heading is 'Find a dental provider' with a close button (X). Below the heading, there are three input fields: 'Specialty' with a dropdown menu showing 'Any specialty' and a green checkmark; 'Plan network (required):' with a dropdown menu showing 'Select network plan' and a green checkmark; and 'Dentist last name (optional):' with a text input field containing 'Provider's last name (optional)'. Below these fields, there is a section for 'Search by current location' with two radio buttons: 'Yes' (selected) and 'No'. At the bottom, there is a green button labeled 'Find dental providers'. To the left of the form, there is a sidebar with a magnifying glass icon and the text 'Looking for a dental provider? Delta Dental has the largest network of dental providers nationwide. Find the one that's right for you.'

Find a Dental Provider Cost Estimator Contact Us Sign-in/Register

Find a dental provider X

Specialty:
Any specialty ✓

Plan network (required):
Select network plan ✓

Dentist last name (optional):
Provider's last name (optional)

Search by current location
☒ Yes ☐ No

Find dental providers

Looking for a dental provider?
Delta Dental has the largest network of dental providers nationwide. Find the one that's right for you.



Two Delta Dental Plan Options

- **Low Plan:**

- Preventive Services (such as cleanings - 2 per calendar year)
- Basic Services (such as x-rays, fillings or simple extractions)

Does Not Cover:

- Surgical periodontics
- Complex oral surgery
- Any type of Major Service, or Orthodontics

- **High Plan:**

- Includes the coverage applicable under the Low Plan, plus:
 - Surgical periodontics
 - Complex oral surgery
 - Major Services (crowns, dentures, and implants)
 - Orthodontics

All with no waiting periods once enrolled!



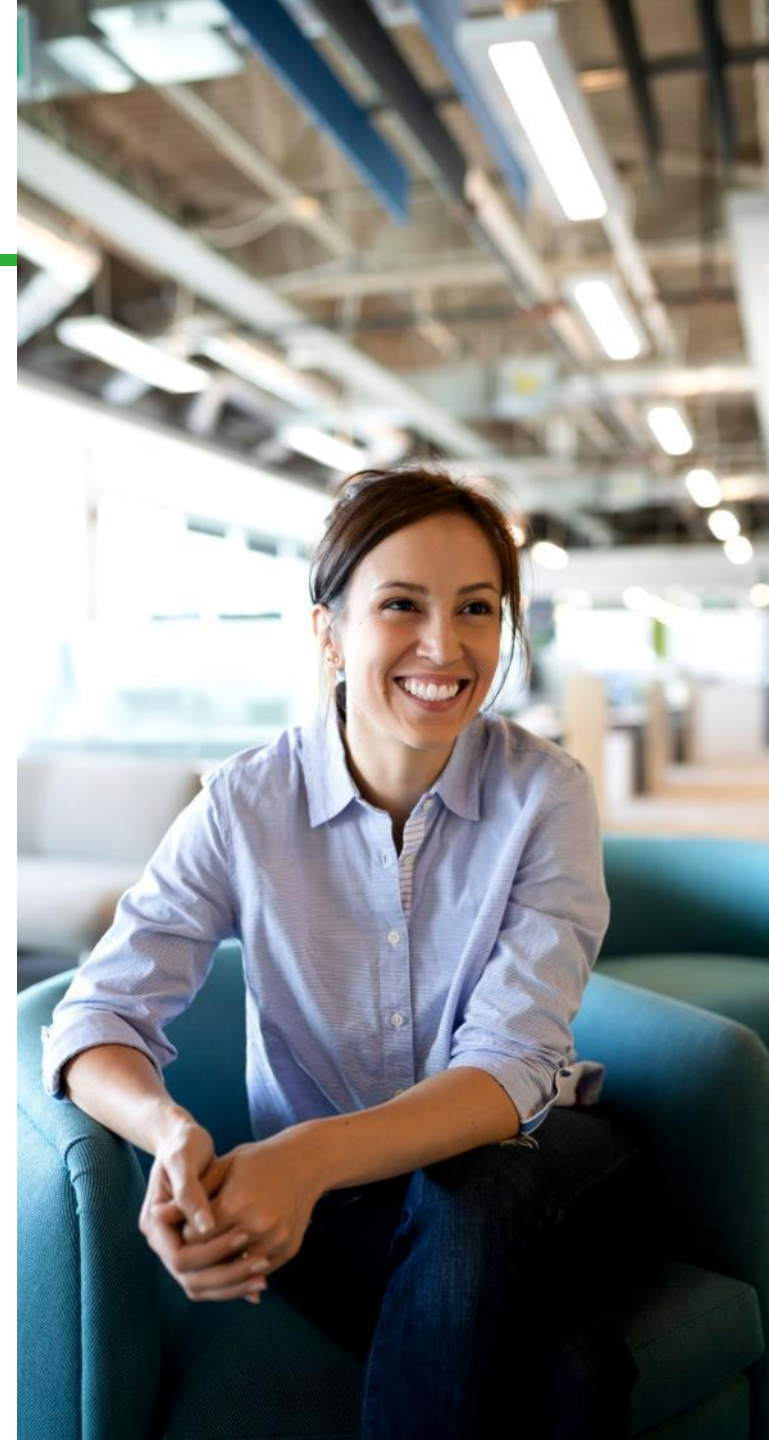
Calendar Year Deductible & Annual Maximum

- **Calendar Year Deductibles**

- \$50 per enrolled person
- \$150 aggregate per family
 - Same for **Low Plan** and **High Plan**
 - Never applies to Diagnostic & Preventive
 - Does not apply to the Orthodontic Services that are covered under the High Plan

- **Calendar Year Annual Maximums**

- **Low Plan:** \$1,500 per enrolled person
- **High Plan:** \$1,500 In-Network and \$1,000 Out-of-Network, per enrolled person



Delta Dental Benefits Overview - Low Plan



	In-Network Delta Dental PPO™ or Premier® Network		Out-of-Network
Diagnostic and Preventive Services – No Deductible			
Two routine exams each year. Two routine cleanings* each year, X-rays, Emergency Treatment, Space Maintainers, Sealants	Plan Pays: 100%	You Pay: 0%	You Pay: 75% and Any Amount Balance Billed Plan Pays: 25% of Allowed Fee
Basic Services			
Fillings, Simple Extractions, Non-Surgical Periodontics, Root Canals (therapy only), General Anesthesia, and Repairs to: onlays, bridges, crowns, and dentures	Plan Pays: 80%	You Pay: 20%	You Pay: 75% and Any Amount Balance Billed Plan Pays: 25% of Allowed Fee
Major Services	Not Covered		Not Covered
Orthodontic Services	Not Covered		Not Covered
*Covers routine cleanings two per year. Individuals with certain medical conditions may qualify for 2 additional cleanings.			

Delta Dental Benefits Overview - High Plan



	In-Network Delta Dental PPO™ or Premier® Network		Out-of-Network
Diagnostic and Preventive Services – No Deductible			
Standard two routine exams each year. Two routine cleanings* each year, X-rays, Emergency Treatment, Space Maintainers, Sealants	Plan Pays: 100%	You Pay: 0%	You Pay: Any Amount Balance Billed Plan Pays: 100% of Allowed Fee
Basic Services			
Fillings, Simple Extractions, Non-Surgical Periodontics, Root Canals, General Anesthesia, and Repairs to: onlays, bridges, crowns, and dentures	Plan Pays: 80%	You Pay: 20%	You Pay: 45% and Any Amount Balance Billed Plan Pays: 55% of Allowed Fee
Major Services			
Onlays, Crowns, Bridges, Partials or Complete Dentures, Specified Implant Procedures	Plan Pays: 50%	You Pay: 50%	You Pay: 65% and Any Amount Balance Billed Plan Pays: 35% of Allowed Fee
*Covers routine cleanings two per year. Individuals with certain medical conditions may qualify for 2 additional cleanings.			

Orthodontic Services (Children & Adults) - High Plan



In-Network	Out-of-Network
50% Benefit up to \$1,500 (Lifetime maximum)	50% Benefit up to \$500 (Lifetime maximum)

This is a benefit worth smiling about!

Your Pre-Treatment Estimate of Benefits

When costly procedures are anticipated, know what your share of the costs will be!



Ask your dentist for a pre-treatment estimate!

1. Know Before You Go

Get an advance estimate of your benefits before dental care services are received

2. Review Your Costs

Make sure to get your pre-treatment estimate in writing (mail or email) from Delta Dental so you know your out-of-pocket cost

3. No Charge

You're entitled to a pre-treatment estimate and there are no charges associated with requesting one

Your Evidence Based Dentistry

Members with specified medical conditions may be eligible for additional cleanings (up to 4 total a year) or fluoride treatment.

- People with diabetes **AND** periodontal (gum) disease
- Women who are pregnant **AND** have periodontal (gum) disease
- People with certain heart conditions that put them at high or moderate risk for infective endocarditis, a potentially deadly heart infection
- People with kidney failure or who are undergoing dialysis
- People with suppressed immune systems due to chemotherapy and/or radiation treatment, HIV positive status, organ transplant, and/or stem cell (bone marrow) transplant

Talk with your Dentist if you qualify under one of these medical conditions. They will include the required documentation with the claim submission.



Evidence Based Dentistry (EBD)

Delta Dental's **Evidence-based Dentistry (EBD)** plan benefit provides enhanced dental coverage for enrollees with certain high-risk medical conditions that have oral health implications. Research has shown that increased frequency of cleanings can greatly impact oral health and sometimes even play an important role in managing conditions, such as:



Diabetes & Periodontal Disease



Pregnancy & Periodontal Disease



Heart disease & defects



Head & neck radiation



Cancer



Rheumatoid arthritis



Renal failure or dialysis



Suppressed immune systems
(due to chemotherapy/radiation, HIV positive, organ
transplant or stem cell/bone marrow transplant)

The improved benefits include coverage of up to four teeth cleanings (routine cleanings or periodontal maintenance cleanings) per calendar year, as opposed to the typical two. Additional cleanings are benefits at the coinsurance level specified on your Summary of Dental Plan Benefits. For people undergoing head & neck radiation, fluoride applications by your dentist are also covered twice per calendar year.

What should I do if I have one of the conditions listed?

Talk with your dentist and physician about if and when treatment is right for you. **The timing of treatment is important when serious medical conditions exist.**

*List of High-Risk Medical Conditions based from: Please check your plan document for complete details, limitations, and exclusions information.

†Dental policies have exclusions and limitations. For cover and coverage details, contact your insurance provider or Delta Dental of New Mexico at (505) 244-5400 or by email at [customerservice@dentalnm.com].

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Delta Dental of New Mexico



[DeltaDentalNM.com](https://www.DeltaDentalNM.com)

Your Teledentistry Benefit

Emergencies happen at the most inconvenient times, like when you're traveling and don't have access to your regular dentist. With your Delta Dental of New Mexico coverage, you and your family can rest assured that you have protection for dental emergencies. Access to Delta Dental Virtual Visits is a covered benefit in most of our dental plans.

- **24/7** Access to Licensed Providers
- Emergency or Urgent Evaluations
- **Improves Rural Access**
- Access to Prescription Medication if needed
- Facilitates Scheduling & Planning of Appointments
- Promotes Utilization & Oral Health
- Referrals to in-person Delta Dental Providers for **Lowest Out-of-Pocket Costs**

Learn more at www.DeltaDentalNM.com/Virtual-Visits.com



Delta Dental Virtual Visits

delivered by TeleDentistry.com



Covering You **24/7**

Dental emergencies don't always happen between the hours of eight to five. That's why Delta Dental of New Mexico members have access to 24/7 dental care whenever and wherever they are.^{1,2,3}

Use Delta Dental Virtual Visits delivered by TeleDentistry.com when your dentist is not available and you're:

- having an after-hour dental issue.
- traveling and need dental assistance.
- facing a dental emergency but don't have a regular dentist to call.

Delta Dental Virtual Visits are considered covered in-network services.^{1,2} In addition to your consult, a TeleDentistry.com dentist can write a prescription,³ and refer an in-network dentist if you don't have one.

Learn more at DeltaDentalNM.com/Virtual-Visits

¹Delta Dental Virtual Visits are only available to Delta Dental of New Mexico members whose plans include coverage for oral exams.

²This service supplements your current plan coverage and should be used after business hours, holidays and weekends, or when your regular dentist is unavailable. A virtual visit delivered by TeleDentistry.com is counted as a problem focused examination (D0140) under your plan and does not count as one of your regular preventive oral exams.

³e-prescriptions are not available internationally.

Delta Dental Plan of New Mexico, Inc. c/o Delta Dental of New Mexico

2023-002-DDNM-MKT

How Do Delta Dental Virtual Visits Work?



Sign into the Delta Dental Virtual Visits patient portal or call 866.302.0905.



Fill out your e-documents.



Take photos of the problem area if necessary.



Begin your dental consultation.

Your Member Portal

The Delta Dental Online Member Portal provides easy access to the following:

- Find a Dentist Online
- View & Print ID Card
- View Claims & Pre-Treatment Estimates
- View Benefits
- Educational Materials, Reminders, Tips, & More!

Learn more at www.MemberPortal.com



DELTA DENTAL

Stay Informed About Your Dental Benefits With Member Portal



Member Portal gives you 24/7 access to important information about your dental benefits.

With Member Portal, you can:

- See which members are covered on your plan, now and in the future
- Find an in-network dentist
- See common procedures
- Access an online ID card
- View the status of all claims and toggle between different family member claims
- View and print Explanation of Benefits (EOBs)

NOTE: Member Portal has replaced Consumer Toolkit.

Get started today

Visit www.memberportal.com

Log in using your existing Consumer Toolkit® credentials

OR

If you do not have existing credentials, click "Sign up"

Complete the required fields and follow the on-screen instructions to register as a new user

NOTE: You will need the subscriber's ID (the person whose name is on the benefit package). The member ID is an assigned number unique to the subscriber. In many cases, the member ID is the same as the subscriber's Social Security number.

Questions? Call Toolkit Support at 866-356-0301

Privacy of your online benefit information is assured through highly secure encryption technology.

DeltaDentalNM.com

11-1-2022
2024-016-20NM44KT

Delta Dental of Arkansas, Indiana, Kentucky, Michigan, New Mexico, North Carolina, Ohio, and Tennessee

BA 1/21

Your Mobile App



Delta Dental Mobile App features

Sign in to access the full range of tools and resources



Mobile ID card

No need for a paper card. View and share your ID card from your phone, and easily save it to your device for quick access, including Apple Passbook and Google Wallet.



Find a dentist

It's easy to find a dentist near you. Search and compare dental offices to find one that suits your needs. Save your family's preferred dentists to your account for easy access.



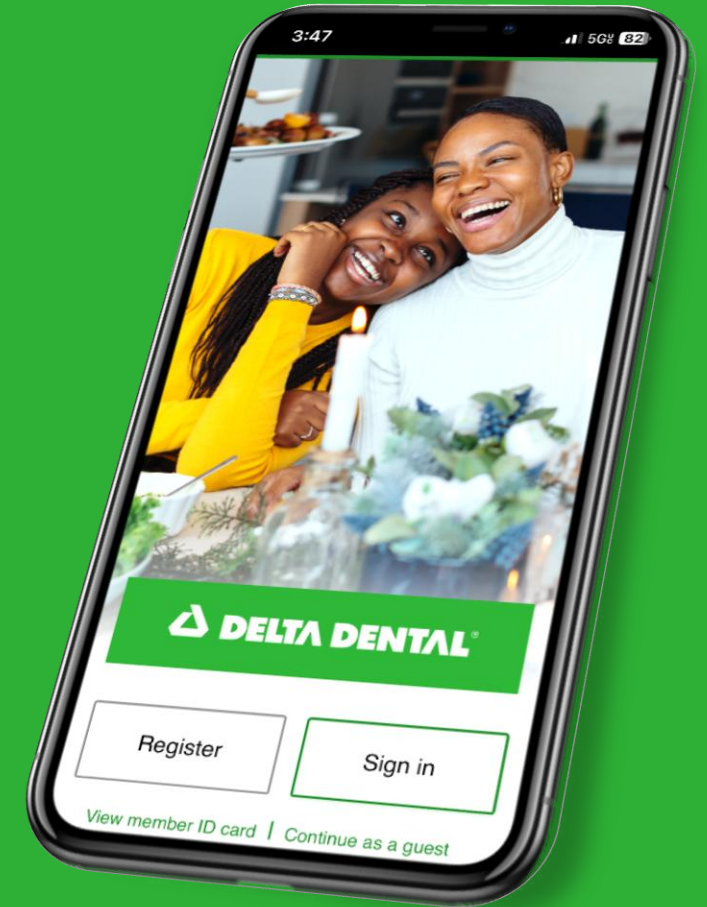
Dental Care Cost Estimator

Find out what to expect with our Dental Care Cost Estimator. Our easy to use tool provides estimated cost ranges on common dental care needs for dentists in your area, now with the option to select your dentist for tailored cost estimates.



Save your preferred dentist for quick access

Save your favorite dentists using the Delta Dental Mobile App for quick access to contact information making it easy to schedule your routine cleaning.



Local Delta Dental of New Mexico Customer Service

Call our **Local** Delta Dental
Customer Service Team:
(505) 855-7111

Monday – Friday
8:00 AM - 4:30 PM (MST)

Call 24/7: **(877) 395-9420**

Email us at:
customerservice@deltadentalnm.com

Use our **Member Portal** at
www.deltadentalnm.com to access your
account information 24/7. Find a dentist,
view/print your ID card and much more!

Your Delta Dental of New Mexico Reminders



Remember, you can receive **2 Routine Cleanings/Exams** in a Calendar Year.



Find your local dentists by visiting www.deltadentalnm.com and search for a **Delta Dental PPO™** or **Delta Dental PPO Plus Premier®** provider.



Remember to register with the online Member Portal once you are enrolled!



Review your **Explanation of Benefits (EOB)**.



Don't forget to ask for a Pre-Treatment Estimate **prior** to dental services being performed.

Thank you!



Delta Dental of New Mexico
deltadentalnm.com